



**FACTORS INFLUENCING OF PERFORMANCE MANAGEMENT  
TOWARD SYARIKAT BEKALAN AIR SELANGOR BERHAD  
(SYABAS)**

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**BACHELOR BUSINESS ADMINISTRATION  
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UNIVERSITY TEKNOLOGI MARA  
KAMPUS BANDARAYA MELAKA**

**APRIL 2010**

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**Submitted in Partial Fulfillment  
Of the Requirement for the  
Bachelor of Business Administration (Hons) Insurance**

**FACULTY OF BUSINESS MANAGEMENT  
UITM KAMPUS BANDARAYA MELAKA**

**APRIL 2010**

## DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION  
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### **“DECLARATION OF ORIGINAL WORK”**

I, HASLINA BINTI MOHAMED NUDDIN, 870604-29-5014

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:

Date: APRIL 2010

## LETTER OF SUBMISSION

APRIL 2010

The Head of Program  
Bachelor of Business Administration (Hons) Insurance  
Faculty of Business Management  
University Teknologi MARA  
75200 Melaka

Dear Sir,

### SUBMISSION OF PROJECT PAPER

Attached is the project paper titled ” **FACTORS INFLUENCING OF PERFORMANCE MANAGEMENT TOWARD SYARIKAT BEKALAN AIR SELANGOR BERHAD (SYABAS)**” to fulfill the requirement as needed by the Faculty Of Business Management, University Teknologi MARA

Thank you,

Yours sincerely

HASLINA BINTI MOHAMED NUDDIN  
2008278952  
Bachelor of Business Administration (Hons) Insurance

## **ABSTRACT**

The researcher has decided to focus on the “Factors Influencing of Performance Management Toward Syarikat Bekalan Air Selangor Berhad (SYABAS). The researcher is going to study further more on the performance management on SYABAS in order to investigate whether or not these factors have a relationship with the performance management on the company. These factors include human capital, appointed contractors, development and training and rewards.

The survey is conducted at organization in SYABAS Head Quarter which is Kuala Lumpur area. The sample size for this study is 50 of employees Department of Management especially internal operation and maintenance. Data obtained using two methods that are primary and secondary data. Respondent are required to answer the questionnaires that contain element that potentially have relationship with performance management on the Company. Data are analyzed using Reliability Test, Frequency and Descriptive Statistic through SPSS Program. Based on SPSS Program a clear findings and result is observed.

The findings showed the factor that significant relationship with performance management on SYABAS human capital and appointed contractors. Based on these factors, the company should highlight that human capital and appointed contractors are very important to the Company in order to increase performance management on the Company. Recommendation and suggestions are put on how to improve and increase the performance management on SYABAS regarding to others factor.